

GRAFTON/WRTA Senior Vans Rules and Regulations

The Grafton Council on Aging is pleased to offer bus service for senior (60+) and disabled Grafton residents. If you are under 60 and disabled, a doctor's note is necessary to confirm your disability. Please have the name and address of your destination available when you call, as well as the time of your appointment and how long it is estimated you will be there. For everyone's enjoyment and safety, a few rules must be in place:

- Bus is available Monday through Friday from 9:00 A.M. until 3:00 P.M. Appts. should be made between the hours of 9:30 AM and 2:00 PM.
- You will be given a pick up time. This is a **20 minute pick up window**. For instance, if your pick up time is 10:00 am, the van may arrive to your driveway between 9:50 am and 10:10 am. Please be ready at all times during this pick up window so that the van stays on time for your appointment and the appointments of others. The same applies for your return pick up time.
- The Senior Center will call you late afternoon the business day before your ride to inform you of your pick up time.
- We strive to have those with medical appointments arrive to the location at least 15 minutes prior to your appointment, so that you have time to check in and relax.
- Occupancy is: Grafton Senior Shuttle - 14 passengers
WRTA - 8 passengers
- This bus is equipped with a wheelchair lift. For safety reasons, wheelchairs must have foot rests in order to use our service.

- Riders must be seated and wear seatbelts. Seatbelts must remain buckled until the vehicle comes to a complete stop.
- Riders cannot change seats en route.
- There is no smoking, eating, or drinking on this vehicle. Containers must be secured.
- Riders must understand that this service is not a taxi and some waiting periods may be necessary in order to accommodate everyone's needs. Consider bringing a magazine or stereo headphones to pass time, although we strive to be as timely as humanly possible, given traffic , etc. You may be scheduled to be picked up earlier than you think is warranted, but others are riding the van too and need to get to their destination as well.
- Service to curb to curb only. Riders must be able to get to the van on their own. Those who are unable to ambulate without assistance, or those with special needs, must bring a companion that you provide. Please notify the office of this need so that we can account for seating space availability. Wheelchair riders must have a companion travel with them unless prior arrangements are made at the office. There may be other circumstances where the rider is required to bring a companion/attendant when deemed necessary by the office. In special circumstances, we will try to help you find someone to accompany you.
- Large item purchases are not permitted.
- In consideration of others, please be ready to board the van at your pick-up time. The van is often very busy and others need to be on time to their appointments. If you are delayed, there is a possibility you will miss your ride.

- No postings are allowed.
- Conduct must be acceptable at all times. No yelling, swearing, etc.
- Intoxicated or otherwise impaired riders will be denied service.
- Hygiene must be acceptable to not offend other riders.
- If you need to cancel your ride, please call as soon as possible so that we can be available for others needing transportation.
- Frequent "No Showing" for rides or behavior issues on the van may result in suspension of ridership privileges.

The Director has authority to revoke ridership privileges if behavior is not appropriate.

Van is in operation from 9:00 A.M. to 3:00 P.M. daily, meaning first appointments of the day are at 9:30 A.M. and last return pickup is at 2:30 P.M. Reservations must be made at least 48 hours in advance by calling 508-839-9242.

You may no longer wish to or are able to drive, but our van helps keep you independent. Enjoy this wonderful service! Grafton is a great place to grow older!